**Office of Executive Inspector General**
**Position Description**
**IT Desktop Support Technician**

Posting Date: October 11, 2016
Posting Close Date: Open until position is filled
Salary Range: $2,500.00 to $3,334.00 Monthly

**POSITION SUMMARY:** Subject to the management approval of the Executive Inspector General and under the direct supervision of the Director of Information Technology and Computer Forensics, serves as the IT Desktop Support Technician. The incumbent is responsible for entry level support for all software and hardware for the Office of Executive Inspector General (OEIG). This position provides effective diagnostic evaluation of end-user needs and timeliness in responding to and resolving each issue or complaint. Resolution includes but is not limited to the following: Identify, research, and resolves technical problems, timely response to telephone calls, email and personnel requests for technical support. The position also requires accurate documentation, tracking and monitoring of problems to ensure a timely resolution. This position involves working with information of an extremely sensitive and confidential nature associated with investigations and legal proceedings.

**ESSENTIAL RESPONSIBILITIES:**

1. Provides technical support services remotely and in person.

2. Configures desktop and laptop hardware and peripherals, including but not limited to networking, printers, and other peripherals.

3. Provides support for all OEIG information technology products and services. Support may include answering general questions, troubleshooting problems, teach or instructing staff on software or hardware functionality, and communicating policy. Additionally, may involve troubleshooting general printer or IT equipment issues and resolving other general technical issues.

4. Determines the most effective manner to resolve technical issues. Engages in research and in-depth troubleshooting to resolve technical issues. Verifies suggested solutions through verbal or email follow up.

5. Manage user profiles in Active Directory and personal drives.

6. Escalates complex and/or high priority problems to the appropriate senior manager for resolution.

7. Recommends means for product or system improvements including procedural steps, increased training and enhanced documentation.

8. Creates and/or updates documentation for IT and agency staff.

9. Provides solution in a timely fashion for IT issues that may arise.

**ADDITIONAL RESPONSIBILITIES:** Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

**REPORTS TO:** Director of Information Technology and Computer Forensics

**SUBORDINATE POSITIONS:** None

**MINIMUM REQUIREMENTS:**

- associate's degree in computer science or a related area of study or demonstrated knowledge,

skill, mental development and equivalent experience to two years of college;
- one to two years of professional IT related experience;
- type at least 30 wpm;
- high personal ethical standards due to content of work materials;
- strong analytical, organizational, and project management skills;
- advanced knowledge of Microsoft Office Suite (Excel, Word, PowerPoint, Outlook, Access) and internet applications;
- ability to communicate clearly and concisely, orally and in writing, and the ability to interact professionally with others;
- excellent time management skills, detail oriented, and works well independently; and
- able to travel to Springfield office as needed.

**JOB STATUS:** Full-time, FLSA non-exempt. This position is exempt from the provisions of the State of Illinois Personnel Code.

**PHYSICAL FACTORS:** Duties are generally performed in an office setting and typically includes:

- sitting for extended periods of time;
- using personal computer, photocopying, facsimile, telephone, and teleconference equipment;
- handling and transporting documents weighing up to 30 lbs.; and
- standing, reaching, and bending at the waist or bending of the legs.

**LOCATION:** The position is located in our Chicago office at 69 W. Washington, Suite 3400.

### HOW TO APPLY:

(The OEIG is a non-code state agency)

Visit our website at www.inspectorgeneral.illinois.gov. Qualified applicants can apply online or download the OEIG application and submit the completed application, resume, and cover letter to the OEIG Division of Human Resources, 69 West Washington, Suite 3400, Chicago, IL 60602. Contact: Division of Human Resources – 312.814.1789.

**The OEIG is an Equal Opportunity Employer and provides reasonable accommodation to applicants and employees with disabilities.**